

Case Study: Medical

Problem

A regional medical clinic of 100+ doctors within multiple departments had a very complex problem during after-hours: how to accurately screen and then route callers to the appropriate on-call physician. It was a challenge of logistics: enormous amounts of ever-changing detail, the constantly fluctuating status of multiple on-call physicians, special one-time clinics, and the multitude of questions from caller after caller.

Solution

Park Ridge Answering Service systems and procedure-based structure creates precise documentation and instruction for its operators to handle every conceivable situation. As new events occur, the documentation is updated. It changes continuously as needed and, as almost a living entity, this documentation is the "base of operations" for handling each account.

Our Operators
Don't Just Answer
Your Calls; They
Make Your Life
Easier!

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24/7 Quality Service Nationwide Since 1970

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